

STATEWIDE  
NATIONAL GUARD OF ARIZONA  
HUMAN RESOURCE OFFICE  
5636 E. McDowell Road, Bldg M5710, Phoenix, AZ 85008-3495  
PHONE (602) 629-4800; DSN 853-4800  
WEBSITE: <http://dema.az.gov/>

TITLE 32 EXCEPTED  
TECHNICIAN VACANCY ANNOUNCEMENT

**NATIONAL GUARD MEMBERSHIP IS REQUIRED:** This is an excepted service position that requires membership in a compatible military assignment in the National Guard. Selectee will be **required to wear the military uniform.**

---

**ANNOUNCEMENT NUMBER: 19-316T      OPENING DATE: 18-Jul-19    CLOSING DATE: 12-Aug-19**

---

**POSITION TITLE, SERIES, GRADE, AND POSITION NUMBER:**

IT Specialist (CUSTSPT), GS-2210-9/11, E-4/SPC - E-7/SFC; W-1/WO1 - W-3/CW3; O-1/ 2LT - O-3/CPT; MPCN: 1213-003

**\*\*Re-announced from announcement 19-258T--qualified applicants will be forwarded to new announcements and do not need to re-apply.\*\***

---

**APPOINTMENT FACTORS: OFFICER ☒      WARRANT OFFICER ☒      ENLISTED ☒**

---

**KNOWN PROMOTION POTENTIAL: NONE**

---

**SALARY RANGE:**  
\$77,130.00-\$100,273.00 PA

**SUPERVISORY ☐    MANAGERIAL ☐**  
**NON-SUPERVISORY/NON-MANAGERIAL ☒**

---

**LOCATION OF POSITION:**

G-6, Phoenix, Arizona

---

**APPLICATIONS MUST BE MAILED OR HAND CARRIED TO: Human Resources Office, 5636 E. McDowell Road, Bldg M5710, Phoenix, AZ 85008-3495. Applications must be received by close of business (1530 MST) on the closing date shown above or if mailed postmarked no later than the closing date.** The Human Resources Office will not accept applications that are mailed at government expense, exceptions to hard-copy delivery may be considered on case-by-case basis. Please contact 602-629-4826/4834 for consideration. Faxed applications will not be accepted.

**AREA OF CONSIDERATION:**

This position is in the Federal/Excepted Civil Service and is **open to current members in the Arizona Army National Guard.** Individual selected will receive a **Permanent Appointment** after successful completion of a one year trial period. Acceptance of a Federal Excepted technician position of over 179 days in length will cause termination from the Selected Reserve Incentive Program (BONUS). Individual selected will require a military medical records screening if applicable, to be completed prior to appointment, and/or may be required to take a pre-employment medical screening examination dependent on the position type and military medical records screening results.

**INSTRUCTIONS FOR APPLYING:** Individuals applying for vacancies with the Arizona National Guard may submit Optional Form 612 (Optional Application for Federal Employment), or a Resume. Application documents must contain the Announcement Number, Title and Grade(s) of the job being applied for. Personal information must include full name and address (including ZIP Code), Day and evening phone numbers (with area code). Work experience information should be limited to either paid or nonpaid experience directly related to the position that the individual is applying for and must include: Job Title, Duties and accomplishments, Employers name and address, Supervisors name and phone number, starting and ending dates, hours per week and salary.

Applicants **MUST** submit a completed AZNG Form 335-2-R (Knowledge, Skill and Ability Supplement) or a separate document explaining how they meet each Knowledge, Skill and Ability listed below and a Resume or the Optional Form 612. Applicant **MUST** submit complete ERB/ORB and/or other documentation to verify possession of MOS.

**EVALUATION PROCESS:** Each applicant must **FULLY SUBSTANTIATE** on their application how they meet the requirements listed in the specialized experience area; otherwise applicant will be considered unqualified for this position.

Applications will be evaluated solely on information supplied in the application (OF 612) or resume. Experience will be evaluated based on relevance to the position for which application is being made. Include job titles, starting and ending dates (month and year), hours per week, salary, duties/accomplishments, employer(s) name and address, and supervisor(s) name/phone number and permission to contact.

---

**CONDITION OF EMPLOYMENT:** Prior to appointment into this position, selectee must be a current member of the Arizona Army National Guard, in a military unit supporting G-6 and must possess the following MOS:

**Officer: 25 series**

**WOMOS: 254A, 255A, 255N, or 255S**

**MOS: 25 series**

- Federal employment suitability as determined by a background investigator.
- May be required to successfully complete a probationary period.
- Participation in the Direct Deposit/Electronic Funds Transfer Program.
- Military Uniform must be worn.
- Applicants must maintain membership and employment in the National Guard in the military grade listed in this announcement.
- Must be able to obtain A+ and Security Plus certification within **6 months** of appointment.

**EQUAL OPPORTUNITY:** The Arizona National Guard is an Equal Opportunity Employer. Selection for this position will be made without regard to race, religion, age, national origin, sex, political affiliation, marital status, membership or nonmembership in an employee organization or any other non-merit factor.

<b>Relocation Incentive may be offered:</b>	<b>YES</b> <input type="checkbox"/>	<b>NO</b> <input checked="" type="checkbox"/>
<b>PCS may be offered:</b>	<b>YES</b> <input type="checkbox"/>	<b>NO</b> <input checked="" type="checkbox"/>

**NOTES:**

NOTE: This position is subject to rotating shifts, night shifts, and weekends/holidays.

---

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR SUCCESSFUL PERFORMANCE IN THIS POSITION:**

**Each applicant should fully justify on their application how they meet each KSA listed below using AZNG Form 335-2-R to reference the justification.**

1. Knowledge of customer service and support principles and methods sufficient to manage the customer support help desk operations involving the delivery of a full range of customer support services to all serviced organizations.
2. Knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failures.
3. Knowledge of current state-of-the-art system software to include operating systems as well as functional application software.
4. Knowledge of how the hardware, software and network infrastructure related to the serviced systems along with an understanding of how they integrate together sufficient to analyze problems reported to distinguish between hardware, software, network and user-related problems.
5. Skill in providing staff advice, planning, user assistance/training and evaluation services and functions within each specialty area.

---

**SPECIALIZED EXPERIENCE:**

GS-9: Must possess at least **24** months experience, education, or training in analysis of the interrelationship of pertinent components of the system. Experience planning the sequence of actions necessary to accomplish the assignment. Experience scheduling the sequence of programs to be processed by computers where alternatives had to be weighed with a view to production efficiency.

GS-11: Must possess at least **36** months experience, education, or training that approaches techniques and requirements appropriate to an assigned computer applications area or computer specialty area in an organization. Experience planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the

organizational unit and development of project controls. Experience that required adaptations of guidelines or precedents to meet the needs of the assignment. Experience preparing documentation on cost/benefit studies where is involved summarizing the material and organizing it in a logical fashion.

**BRIEF JOB DESCRIPTION:** This position is located at the G-6, Phoenix, Arizona. The purpose of this position is to serve as the primary interface between the incumbent's assigned organization and all information systems customers associated with the C4 mission. Responsible for management of the organization's customer support help desk and maintenance of the workload accounting database using help desk software. Serves as a technical expert on all supported automated systems utilized throughout the state. Develops and maintains the customer service database for all service requests. Performs intensive collection and analysis of data from the customer service database to create trend reports, performance reports, and future requirements for all areas of Information Management. Researches trends and patterns to implement new or improved communications methods and procedures. Conducts site surveys for information systems designed to verify adequacy of network operations and ensure customer needs are met. Installs and maintains hardware devices supporting a broad range of information systems employing multiple network and local operating systems and highly sophisticated client server software. Performs operational tests on equipment in test array or operational configuration prior to issue or installation to ensure proper operation and absence of hardware, software, device or network conflicts. Performs other duties as assigned.

**SELECTING OFFICIAL:** CPT John Kelly

---